

Customer Building Claims Journey

Morgan Project Services (MPS) centrally manages building claims with a timely, focused, and consistent response. MPS will appoint a Project Manager with building and construction knowledge who will manage your claim from start to finish. MPS's close relationship with your insurance company streamlines the claim process so your claim will be processed faster.

The steps below assume that a claim has been lodged with your insurance company and a claim referred to MPS.

Step 1 | Initial Contact



MPS will contact you either by phone or email to:

- Discuss if there are any urgent works needed.
- Ensure your property is safe.
- Check if there are any personal circumstances that will help us better manage your claim.

Step 2 | Assessment



An MPS Project Manager will arrange a time to visit your property if necessary to:

- Complete a detailed assessment (Scope of Works).
- Discuss what they've included in the assessment and assist you with understanding all your options.
- Arrange any additional inspections by specialist consultants if they are needed.

The MPS Project Manager will be your contact person for the rest of this process.

Step 3 | Make Safe



Your Project Manager will:

- Arrange for tradespeople to come to your property to do any work needed to make your property safe.
- Ensure these works remove any immediate Health and Safety concerns and reduce any further damage to your property.

Note: These works may have been completed after the initial contact.

Step 4 | Design



Your Project Manager will:

- Determine if any design is needed and;
- Manage this directly with the appropriate consultants (engineers, architects, etc).
- Any consultant engagement will be via contract with your insurance company.
- Manage building approvals if they are required.

Step 5 | Contractor Engagement



MPS has a large network of Tradespeople and Contractors across the country.

Your Project Manager:

- Will select the most suitable Contractor(s) or Tradesperson(s) for your claim.
- Send the agreed Scope of Work to them to obtain a quote.
- Will appoint the most suitable Contractor(s) or Tradesperson(s) for your claim.

Step 6 | Pre-Construction



MPS will:

- Review the contractor's Health and Safety documentation.
- Review the Contractor's Construction Programme for best endeavours to expedite the works.
- Prepare a Building Contract which will be sent to the contractor, and you for signing (electronically where possible).

Step 7 | Construction



MPS will:

- Manage the Contractor during the construction process to make sure the work is completed in a timely manner.
- Ensure quality workmanship in line with the Building Contract.
- Regularly monitor the progress and update you, and your insurance company.

Your Project Manager will regularly monitor the progress and update you, and your insurance company.

Step 8 | Finish



You'll be asked to attend a Practical Completion meeting where:

- The final works will be inspected.
- Any minor defects or deferred work will be noted; and
- Dates will be agreed to have the defects completed.

Your claim will go back to your insurance company for closure. At this point, your property is considered fit for purpose, which means you or your tenant can move into the home.